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This document provides Xblend's Service Level Agreement for the following products:

- Xray for Jira
- Xray Exploratory App
- Xporter for Jira

When you create a support request through the available support channels, we will respond within 24 business hours from the time of your initial request. Our goal is to respond to the majority of requests within the same business day. While Xblend will make reasonable efforts to provide support in accordance with this Service Level Agreement and it will not be responsible for any delays caused by the customer or for reasons beyond Xblend's control.

BUSINESS HOURS AND RESPONSE TIME

Xblend business hours are from 10 am to 6 pm CET, Monday through Friday. Our office is closed on national holidays listed on this [calendar](#) for Portugal. We closely monitor our support channels and requests are answered within 24 business hours, excluding national holidays. For an additional subscription fee, we offer 24x7 support with prioritized support and faster response times.

SUPPORT CHANNELS

You can request support by submitting a ticket through our support [service desk](#)

XBLEND SUPPORT INCLUDES:

- Assistance with configuring Xblend's products
- Guidelines and best practices on Xblend's products
- Help with troubleshooting problems with Xblend's products
- Help with issues arising out of Xblend's product upgrades

XBLEND SUPPORT DOES NOT INCLUDE:

- Phone support
- Product training
- Support for configurations not related to an Xblend product
- Help with programming for a product API
- Support in any language other than English and Portuguese